



ProAct, Inc

3195 Neil Armstrong Blvd.
Eagan, MN 55121
651-686-0405

“To Provide Person-Centered Services that Enhance the Quality of Life for People With Disabilities in the Areas of Employment, Life Skills and Community Inclusion”

Performance Management and Improvement Plan July 1st, 2020- June 30th, 2021.

ProAct’s plan is to develop and maintain a performance management and improvement report that will collect and summarize information for analysis on an annual basis. This report will assist ProAct to describe quality services that meet the needs of participants in developing and fulfilling their person-centered plans.

Program Outcome Reporting Procedure:

Overview

The performance management and improvement system is designed to provide a compilation of data for use in analyzing organizational effectiveness, and identifying areas needing change or improvement. The report includes progress on goal attainment, rationale and action plans if performance falls below an acceptable level. Satisfaction survey results will be included as a part of the report. All information is reviewed annually with staff members, participants, leadership staff, and the board of directors.

Outcome Measurement Goal

To assist ProAct in its provision of services by:

- A. Increasing the positive results achieved and satisfaction of participants by ProAct,
- B. Improve response to changing needs, laws, rules and desires of participants,
- C. Increase the access, effectiveness, efficiency, and satisfaction of the service delivery system,
- D. Measure progress on the business plan.

Design And Data Collection

Data is collected on an annual basis, primarily from the following sources:

ProAct’s information system

DEED/RS reporting system

Service authorization tracking

Input from staff members, participants and satisfaction survey responses

Monthly financial summaries

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Services: Applying for Accreditation

The services for which we seek continuing accreditation are:

Assessment (Employment Planning Services) (Facilitated by Eagan staff)
Community Employment – Individual and Group (Community Employment – Employment Supports and Job Development) (Facilitated by Eagan staff)
Center-Based Skill Training (Organizational Employment) (Shakopee and Red Wing)
Day Support Services - Community Exploration and Inclusion (Community Integration) (Eagan, Hudson, Red Wing, Shakopee)

The services provided in our center-based locations included medication monitoring and administration (Medication Monitoring and Management), these were suspended for part of the year until participants were able to attend full days. Personnel are responsible for collecting data which are used to analyze and report the results of this goal-directed activity, measure changes that are made where needed and develop action plans where effectiveness, efficiency, access and satisfaction need improvement. Data collected must be reliable, valid, complete and accurate so that decisions made based on this data are consistent and supported by evidence. This outcome reporting system is one component of a performance measurement and management system that is focused on performance targets directly impacting participants but also flowing from strategic goal planning, satisfaction of participants, and business objectives. In addition, what you will see sprinkled throughout the report are results that represent transitions due to COVID-19.

Input Of Participants Procedure

ProAct's procedure for input includes mechanisms to obtain, review and respond to input from participants, parents, guardians, other team members and other stakeholders as well as employers. Satisfaction information will be collected in a manner to meet the needs of all participants/employers/customers and other stakeholders. This information will be analyzed, responded to as needed and included in the performance management and improvement report.

1. Stakeholders will be asked to complete a survey on an annual basis. This can be accomplished through a computerized survey, on paper or in a face-to-face conversation, including at a team meeting, as needed.
2. Employers (enclave and/or individual) will be surveyed on an annual basis, or more frequently as needed, by means of computerized annual surveys, in person or with phone interviews to obtain satisfaction information.
3. Most years, ProAct will facilitate a minimum of one focus group annually comprised of participants, guardians, parents/family of those served, referral sources, external case managers and funding entities. Responses are compiled and evaluated by ProAct management. Focus groups were not feasible in the last year due to COVID.

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4. Any person who is participating in services for at least six months will have an exit interview completed by the appropriate staff member at the time of his/her discharge. If this is not possible, a follow-up form or a phone call will be conducted after discharge to obtain satisfaction/progress information.

5. Members of the Leadership Team will meet and review responses and recommendations from the surveys on an annual basis. This information will be shared with the program advisory committee members and is available upon request for interested persons.

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Outcome Management Report
Individual Programs - All Locations

ProAct’s performance management and improvement system is based on strategic goals that flow from our mission: “To provide person-centered services that enhance the quality of life for people with disabilities in the areas of employment, life skills, and community inclusion”.

Although our basic strategic goals remain the same, the manner in which we work to accomplish them and the level of available resources to serve this purpose has changed dramatically with the onset of COVID-19. ProAct continues in new ways:

To support relevant person-centered services for people with disabilities by providing day programs, training and work to remove barriers to employment.

To develop and operate business services to support mission

To preserve organizational agility and vitality to achieve desired outcomes

Inform and influence our external environment to improve the lives of people with disabilities, and our ability to provide them with quality services.

Support relevant person centered services for people with disabilities by providing day programs, training and work to remove barriers to employment.

The COVID Pandemic changed all programs at ProAct this year. In July, ProAct was very limited as far as in-center programs. The Minnesota Department of Human Services placed many restrictions that limited the number of participants in the building as well as the amount of time in the programs. ProAct developed new virtual programs including Care Calls and Virtual Enrichment Classes. These new programs were able to allow ProAct to serve more participants and generate some additional revenue. ProAct used a strict Pandemic Preparedness Plan to keep participants and staff safe within the building. This plan involved mask wearing, a safety questionnaire when entering the building, social distancing and enhanced frequent sanitization. Slowly, over the course of the year, ProAct was able to add more participants as restrictions were lifted and teams/participants felt more comfortable returning to ProAct.

The goals, results and plans that you will see in this report describe significant interruptions in traditional services. However, ProAct has developed services with which we seek not only to meet the needs of participants, but to demonstrate in a fashion that can be measured, the progress made by participants in those services. ProAct’s philosophy and practice incorporate the principles of person-centered thinking, using the practices of positive supports, encouragement, modeling and experiential learning.

Currently, ProAct implements a variety of service models to reach a greater number of participants with improved experiences, quality curriculum and choice options. Our goal is to design ProAct services to effectively reach individuals in ways other than by a center-based (brick and mortar) model. Some examples are:

- Virtual
 1. Individual classes
 2. Care Calls
 3. Employment skills training
 4. Planning/Team meetings
 5. Day supports

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6. Group community experience
 - In Home Supports
 1. Review the current status and evaluate room for growth
 2. Focus on participants that could not easily receive (or choose to receive) other services, i.e. medically fragile, difficulty with transportation, choice.

Other goals that flow from our strategic plan include:

To review and evaluate the Special Minimum Wage Certification and determine if continuation at all or some sites is advisable.

- Review and research the possibility of a phase-out of this should it take effect
- Review/survey/focus groups- with participants and families to evaluate the response/need.

To consider expansion into other counties.

- Review need of other areas for services
- Establish relationships with underserved counties

To assess our transportation needs.

- The cost of contracted services vs. staff drivers
- Number of fleet vehicles and drivers required

In order to develop and operate business services to support mission, we must:

Implement technology designed to provide efficiencies, effective management/usage and accurate information.

- Evaluate software needs to gain accurate information outcomes
- Replace outdated or inefficient software systems
- Evaluate and review replacement schedule for hardware
- Create a solid database for communications
- Appraise the social media presence.

In order to preserve organizational agility and vitality to achieve desired outcomes, we must:

- Continue to work on succession planning, particularly for the President/CEO.
- Continue to work on staff development, including cross training among key staff members and their essential duties.
- Continue to work on developing financial stability for the organization.

Inform and influence our external environment to improve the lives of people with disabilities and our ability to provide quality services to them.

- Evaluate risks to the organization with a proactive approach
 1. Impact of unemployment costs
 2. Indirect support costs
 3. Maintain relationships with vendors and customers
 4. Inform/educate the community about ProAct's ability to serve individuals with disabilities in a safe and effective manner.

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Satisfaction Information: What do Participants and Stakeholders Think about ProAct?

Stakeholder Surveys - All Sites

ProAct normally has a robust feedback process in place and conducts a minimum of two face-to-face focus groups annually comprised of funding sources, participants, case managers, family members and employers, among others. ProAct also distributes an on-line survey to participants, case managers, guardians, families, employers and funders at the end of each fiscal year. Because of the pandemic, this was limited to online surveys.

ProAct administered two on-line surveys to its stakeholder group and employer partners for 2021.

Service Location Stakeholder Survey/Number Responding

| | |
|--------------|------------|
| Eagan | 108 |
| Red Wing | 53 |
| Shakopee | 13 |
| Hudson | 1 |
| TOTAL | 177 |

Respondents included 10 participants, 1 VRS, 36 case managers, 26 residential providers, 60 family members, 9 county staff, 34 guardians and 1 other.

- 93% of those surveyed feel the programming provided reflected the participant’s current personal interests/needs.
- 85% of those surveyed feel as though ProAct maintained consistent communications with its stakeholders during the COVID – 19 Pandemic.
- 96% of those served feel as though ProAct services suit the needs and desires of those served.

Comments from the survey:

- ProAct is a community of caring.
- Participants have input into their activities while at ProAct.
- We are extremely happy our child has a great place to go like ProAct but are disappointed some of the work services had to be discontinued.
- Excellent communicators!
- ProAct is very, very good with our residents and accommodating their needs.
- Participants are given excellent personal attention.
- ProAct’s virtual classes were a true lifesaver during COVID and the staff was excellent.
- ProAct virtual classes made the difference between parents and caregivers being able to keep our sanity and health when having our adult child at home every day with us.
- Continue hiring and retaining excellent staff.
- I appreciate ProAct services and am confident you will continue to be an innovative provider.
- ProAct is the one consistent thing in my daughter’s life and it was a tragic loss to her during COVID.
- An amazingly committed staff drives ProAct services!
- Our son is working because of ProAct.

Action Plan:

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We realize the changes to our programming have been disappointing to a number of our stakeholders, especially the changes to enclave and in-center work. Know our goal is to continue to develop new programming designed to better fit the changing funding requirements and federal guidelines for work while enhancing the lives of our participants. We are here because of them. We are thrilled to introduce ProAct's new enrichment and specialized employment readiness programming to participants and teams!

Employer Partner Survey – All Sites

Nine employer partners responded to the on-line survey. Two of those responding directly hire ProAct participants, three are enclave partners and four individuals utilize ProAct's Production and Business Services.

- 100% of those surveyed feel the quality, workplace behaviors, motivation and performance level of the workers is at or above average.
- 100% of those surveyed feel the ProAct staff is always professional and responsive.

This year due to COVID-19 and the closure of services only an on-line survey was used for participants, case managers, guardians, families, employers and funders.

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Staff Training

For all staff members at all sites, ProAct will continue to facilitate Person Centered and Positive Support Rule Training, Workplace Violence and Harassment Training, Americans With Disabilities Act (ADA), Bloodborne Pathogens, Code of Ethics, Rights of Participant, Data Practices/HIPAA, Diversity Training, Emergency Procedures: Fire, Natural Disasters, Bomb Threats, Armed Intruder, Utility Failures, Incident/Accident/Seizure Reports & Procedures, Program Abuse Prevention Plans, Vulnerable Adult/ Reporting Procedure, and WIOA, among others.

Leadership

Program leadership continued to meet with staff regularly to discuss changes to policies/procedures, strategic planning and to get feedback from staff regarding issues related to serving participants. This feedback was then brought to the leader's team meetings to discuss further and to make changes as needed. Successes were shared at all staff meetings and during leader's team meetings as well. Clear communication and accountability of individual job performance continues to be a focus for staff members, while emphasizing job skills, job preparation, and following directions as a focus of work training efforts.

Leadership training for managers as it pertained to our strategic plan was an area that was periodically addressed. Employees continued to keep up with training, although the pandemic and change in roles for staff remaining onsite was challenging. First aid/CPR, Crisis Prevention Intervention and medication administration training was provided as needed.

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**Community Integration Services
Eagan, Hudson, Red Wing, Shakopee**

Day Support Services provided enrichment classes, community integration – including volunteering, skill training, group craft projects, personal care services and/or skill training for participants. The general plan is to focus on community skills and volunteering as well as outings in the community, including job shadowing and community tours or other exposure to potential work settings. Because of COVID, we were not able to go on outings for most of the year. ProAct started new virtual/remote programs with enrichment classes provided online. The classes were adapted to see the community as much as possible with options like “Virtual Field Trip” where groups would visit museums and other sites online. Numbers served by location include:

- Eagan – 237
- Red Wing 116
- Shakopee - 127

1) **Day Center Services** (for Wisconsin residents) provided similar services to those listed above, but without a work skill component. This program is very similar to Day Support Services but has a different title because it is licensed in Wisconsin instead of Minnesota. Numbers served by location include:

- Hudson – 29

2) **Adult Day Services:** Participants in those services were there for fun, health maintenance, community involvement and socialization. Services are tailored to the needs of the participants, focusing on community inclusion. The enrichment classes are very similar to the Day Support Services classes above. Numbers served by location include:

- Eagan – 91

Employment Services – Eagan, Shakopee and Red Wing

- **Employment Planning Services** (assessment) is a program that serves participants coming to ProAct for help in identifying work for which they are suited – such participants may be transition students getting ready to leave school, when referred by DEED/Rehabilitation Services counselors; persons who can no longer perform their usual work due to a disability or injury, persons who are unemployed and need to acquire basic work skills, support preparing for a new career, or relearning lost skills. In most cases, the recommendations now focus on competitive integrated employment and the level of support needed to achieve it. The need has been to go directly to placement referrals, which continue to increase this reporting period. The purpose of this service is to assist individuals to learn about their options and to make informed choices about career options based on their preferences, strengths, abilities and needs. Due to the pandemic, this service was severely limited in the last year. Numbers served by location include:
 - ProAct - 5
- **Organizational Employment** is a program in which ProAct staff members regularly encourage participants in center-based skill training to consider working in the community, and offer job skills training and prevocational experiences to enhance basic skills. There are several different funding streams, each with unique qualifications or eligibility requirements to be met, supporting participants in organizational or center-based employment. Whenever a person is interested, he/she will be referred to the employment specialist to begin the process of identifying and applying for desired job possibilities. The purpose of this service is to provide paid work training and assistance with interpersonal, social and employment issues in order to

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increase productivity, master basic skills and demonstrate progress in employment development. The Eagan location has decided to discontinue its Organizational Employment component. The sub-minimum wage production floor has been closed and is transitioning into a training program that pays minimum wage or higher. Numbers served by location include:

- Red Wing – 128
 - Shakopee - 82
-
- **Community Employment** (group employment or enclaves) has been viewed as a potential step toward independent employment and an effective way to hone skills desired by employers. Depending on location, classes and/or center-based skill training were provided to augment community employment. Our goal is that some of those individuals will move from group to individual employment during this period. Because that does not always happen naturally, we are continuing efforts to provide Customized Employment, encourage individuals to seek individual employment with support to ease the transition, if desired and other innovative methods. In accord with our goal to promote independence and community integration, we assist participants to obtain or maintain individual jobs in the community as desired. Like most other programs, Community Employment was initially put on hold due to the pandemic and then slowly started to resume. Many groups did not ever return to work and ProAct has tried to place those participants in either enrichment classes or employment development depending on the desires of the individual.
 - Eagan - 24
 - Red Wing - 54
 - Shakopee - 7
-
- **Supported or Independent Employment (Employment Support Services and Employment Development Services)**. ProAct’s employment services staff members maintain a full schedule of business/employer contacts in the community to explain our services and promote the advantages of hiring persons with disabilities through our organization. Job coaching support is provided when requested/as needed, and a minimum of two follow-up visits per month are made to provide positive support for individuals in supported employment. In Eagan, Shakopee and Red Wing, the purpose of these services is to assist individuals to obtain integrated community employment at minimum wage or above. Depending on the needs and desires of participants, employment services can include the Discovery process, job seeking skills training, career exploration and other services. Numbers served by location include:
 - ProAct – 116 total placements

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Goal Results by Program

Program: Employment Planning Services Number Served: 5

| Type of Outcome | Objective/Goal | Measure | Results | Met/Not Met |
|-----------------|---|---|---------|-------------|
| Access | Access to services will be provided within five days after funding is confirmed for 95% of participants | Percent of referrals receiving services within five days after funding is confirmed | 100% | Met |
| Efficiency | 85% of all participants are enrolled in services within 90 days | Percent of participants enrolled in services within 90 days | 100% | Met |
| Effectiveness | 85% of participants referred will successfully complete assessment or related services | Percent of participants who successfully complete assessment | 100% | Met |
| Satisfaction | 95% of participants will report overall satisfaction with services | Annual survey of participants | 100% | Met |

Program: Organizational Employment Services: Number Served: 213

| Type Of Outcome | Objective/Goal | Measure | Results | Met/ Not Met/ New |
|-----------------|--|--|---------|---|
| Access | Access to employment services will be provided within five days after funding is confirmed for 95% of participants | Percent of participants receiving employment services within 5 days after funding is confirmed | 96% | Met |
| Efficiency | 80% of participants will perform assigned tasks | Percent of participants performing assigned tasks | 94% | Met |
| Effectiveness | 50% of participants working in skills training (production floor) | Percent of participants who earn minimum wage | 10% | Not Met (ProAct has started a process to move our production floors towards paying a competitive wage. The first step is Eagan closing the floor for sub-minimum wage and starting a new training program that pays minimum wage or higher. This will eventually move to all sites.) |
| Satisfaction | Maximize satisfaction of participants & stakeholders (95%) | Annual survey of participants & stakeholders | 96% | Met |

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Program: Community Employment Services: Number Served: 201

| Type Of Outcome | Objective/Goal | Measure | Result | Met/ Not Met |
|-----------------------------|--|--|--------|---|
| Access | Access to community employment services will be provided within five days after funding is confirmed for 95% of participants | Percent of participants receiving community employment services within 5 days after funding is confirmed | 95% | Met |
| Effectiveness Efficiency | 80% of participants retain competitive employment for 90 days post-placement | Number of participants retaining employment for 90 days | 76% | Not Met (This objective came very close to the goal and 76% is still a solid number. The staff working with participants at competitive jobs for 90 days will be sure to engage with the employer and participant to try to solve any problems proactively.) |
| Effectiveness | Maximize the number of participants working in group employment earning 50% of minimum wage or higher | Percent working in group employment earning 50% of minimum wage or higher | 74% | Met |
| Employer Satisfaction | Maximize satisfaction of employers at 95% | Annual survey of employers (enclave & individual) | 100% | Met |

Program: Community Integration Services Number Served: 600

| Type Of Outcome | Objective/Goal | Measurement | Results | Met/Not Met/ |
|-----------------|---|--|---------|---|
| Access | Access to community integration services will be provided within five days after funding is confirmed | Percent of participants receiving access to community integration services within five days of funding being confirmed | 97% | Met |
| Efficiency | 80% of participants in day programming attend their programming as scheduled | Percent of participants who attend 80% of scheduled days | 89% | Met |
| Effectiveness | 40% of enrichment programs offered annually are in the community | Percent of enrichment programs annually offered are in the community | 3% | Not Met (This outcome was derailed by COVID protocols. ProAct was not able to take participants in the community for 10-11 months of the year) |
| Satisfaction | Maximize satisfaction of participants & stakeholders (95%) | Annual survey of participants & stakeholders | 98% | Met |

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Supplemental Information:

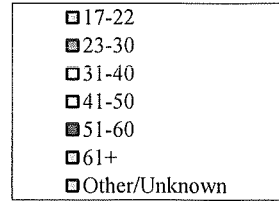
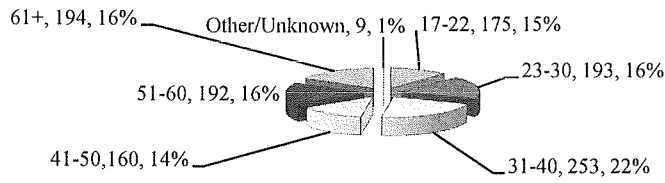
Wage information from ProAct individual employment sites:
Highest wage-\$22.00/per hour;
Average wage, \$14.75 per hour;
Lowest wage, \$10.00 per hour.

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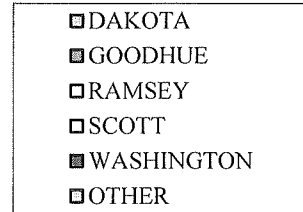
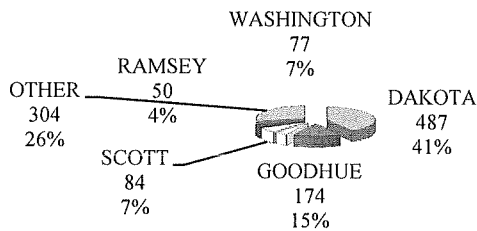
| | TOTAL | % | EMP | DTH | ADC | Other |
|---|-------|------|-----|-----|-----|-------|
| GENDER | | | | | | |
| FEMALE | 540 | 46% | 235 | 259 | 40 | 6 |
| MALE | 636 | 54% | 310 | 264 | 56 | 6 |
| Other/Unknown | 0 | 0% | 0 | 0 | 0 | |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |
| AGE | | | | | | |
| 17-22 | 175 | 15% | 162 | 8 | 0 | 5 |
| 23-30 | 193 | 16% | 79 | 105 | 7 | 2 |
| 31-40 | 253 | 22% | 89 | 145 | 17 | 2 |
| 41-50 | 160 | 14% | 55 | 96 | 8 | 1 |
| 51-60 | 192 | 16% | 83 | 80 | 29 | 0 |
| 61+ | 194 | 16% | 68 | 89 | 35 | 2 |
| Other/Unknown | 9 | 1% | 9 | 0 | 0 | 0 |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |
| RACE | | | | | | |
| Asian | 30 | 3% | 17 | 10 | 3 | 0 |
| Black | 74 | 6% | 45 | 17 | 9 | 3 |
| Caucasian | 981 | 83% | 418 | 475 | 80 | 8 |
| Hispanic | 30 | 3% | 12 | 14 | 3 | 1 |
| Native American | 5 | 0% | 2 | 3 | 0 | 0 |
| Unknown/Other | 56 | 5% | 51 | 4 | 1 | 0 |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |
| GUARDIAN STATUS | | | | | | |
| CONSERVATOR | 15 | 1% | 8 | 7 | 0 | 0 |
| GUARDIANSHIP | 291 | 25% | 53 | 230 | 4 | 4 |
| INDEP ADULT | 391 | 33% | 278 | 53 | 55 | 5 |
| OTHER/UNKNOWN | 460 | 39% | 205 | 216 | 36 | 3 |
| STATE WARD | 19 | 2% | 1 | 17 | 1 | 0 |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |
| PRIMARY DISABILITY | | | | | | |
| Visual (101) | 14 | 1% | 2 | 5 | 7 | 0 |
| Auditory (230-270) | 8 | 1% | 8 | 0 | 0 | 0 |
| Orthp/Neuro (301-323) | 128 | 11% | 65 | 24 | 39 | 0 |
| Mental Illness(500-521) | 170 | 14% | 134 | 6 | 30 | 0 |
| OtherPhysCond(601-613) | 28 | 2% | 20 | 5 | 3 | 0 |
| Dev/Intellectual 701-707) | 758 | 64% | 295 | 443 | 12 | 8 |
| Other/Unknown | 70 | 6% | 21 | 40 | 5 | 4 |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |
| COUNTY OF FINANCIAL RESPONSIBILITY | | | | | | |
| Multiple Disabilities | 820 | 70% | 386 | 358 | 68 | 8 |
| DAKOTA | 487 | 41% | 266 | 177 | 38 | 6 |
| GOODHUE | 174 | 15% | 89 | 78 | 7 | 0 |
| RAMSEY | 50 | 4% | 18 | 16 | 16 | 0 |
| SCOTT | 84 | 7% | 33 | 49 | 2 | 0 |
| WASHINGTON | 77 | 7% | 45 | 21 | 10 | 1 |
| OTHER | 304 | 26% | 94 | 182 | 23 | 5 |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |
| PRIMARY FUNDING | | | | | | |
| COUNTY | 188 | 16% | 93 | 83 | 9 | 3 |
| INCLUSA | 28 | 2% | 16 | 12 | 0 | 0 |
| MDHS | 0 | 0% | 0 | 0 | 0 | 0 |
| OTHER/UNKNOWN | 61 | 5% | 29 | 20 | 7 | 5 |
| PRIVATE | 9 | 1% | 1 | 6 | 2 | 0 |
| RSB | 0 | 0% | 0 | 0 | 0 | 0 |
| VRS/DVR | 260 | 22% | 239 | 12 | 6 | 3 |
| WVR | 630 | 54% | 167 | 390 | 72 | 1 |
| Total in program | 1176 | 100% | 545 | 523 | 96 | 12 |

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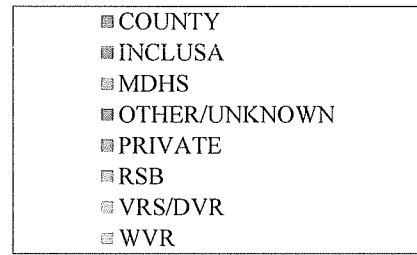
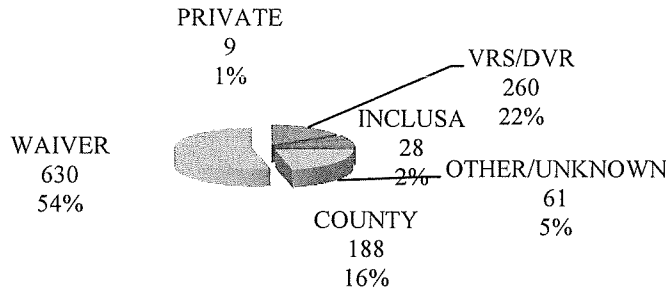
AGE



County of Financial Responsibility



Primary Funding



PRIMARY DISABILITY

